

State Librarian's Excellence Award

LIBRARY OF MICHIGAN FOUNDATION Criteria for the State Librarian's Excellence Award

Definition

The Library of Michigan Foundation's State Librarian's Excellence Award will be awarded to a library (any type) that exemplifies excellence in customer service. One (1) library in the state of Michigan will receive this prestigious award each year. The recipient library will receive a check for \$5,000 to be used as the recipient library wishes to provide excellent customer service. The recipient library will receive a distinctive trophy for display in its public area. Two (2) Library of Michigan Foundation Citations of Excellence will be presented. The recipient libraries will receive a check for \$1,000 each and a small trophy for display.

Criteria

1. DEMONSTRATE that your library provides new, innovative and superior services to its customers
 - *In a cost effective manner*
 - *With a can-do attitude*
 - *By always delivering promises*
 - *Provide specific examples of innovative and superior service from last year. (Examples from previous years are acceptable, though not as important as the past year).*
2. DEMONSTRATE your library's commitment to high standards of customer service through staff dealings with customers:
 - *Synergy within the staff through a coordinated approach to supporting customers*
 - *Provide copies of comment cards if available.*
 - *Explain how you communicate with your patrons and how you address complaints.*
3. DEMONSTRATE that your library is a team player through its collaborations in the community



STATE LIBRARIAN'S
EXCELLENCE
AWARD
2007

SPONSORED BY



Criteria continued...

Deadline for Nominations: September 6, 2007

Nominations

Library directors, trustees, library users or administrators may make nominations.
(*Note: Nominations entered should be for the library, not for the library director.*)

Letters of Support:

Nominations must be supported by a minimum of 3 but no more than 5 letters from the Library's constituency served – examples:

- *Patrons/Customers*
- *Local Chamber of Commerce*
- *Service Organizations*
- *Governmental Units*

Selection Panel

1. The State Librarian of the Library of Michigan
2. Michigan Academic Library Council Representative
3. Library of Michigan Representative
4. Public Library Representative
5. Michigan Association for Media in Education (MAME) Representative
6. Michigan Library Association (MLA) Trustee Roundtable Member
7. Special Libraries Association Representative

Presentation of the Award

The winner will be announced and the award(s) presented on Thursday Nov. 8, 2007 at the State Librarian's luncheon during the Michigan Library Association Annual Conference at the Lansing Center.

Contact Person

Judith Moore, Executive Director
Library of Michigan Foundation
P. O. Box 30159, Lansing, MI 48909
Telephone: 517/373-4470
Email: moorej10@michigan.gov

State Librarian's Excellence Award Nomination Form

Library Name _____

Contact Name _____

Address _____

City _____ State _____ Zip _____

Telephone Number _____ Website address _____

Email Address _____

1. Library Type (Public, Academic, Special, School) _____

2. Population Served _____

3. Total Annual Budget _____

4. Per Capita Budget _____

5. Circulation _____

6. % of Budget Spent on Materials _____

7. Library Visits _____

8. E-use (in-house and remote if you offer remote access and collect such data)

9. Number of Staff _____

10. % of Staff that are professional librarians _____

Most libraries collect such data, but if you do not have all of these statistics, then submit the data you have available. The judges do not make selections based on numbers, though they are helpful in giving context to the written submission.

Send the nomination to:

**Library of Michigan Foundation
P.O. Box 30159
702 West Kalamazoo Street
Lansing, MI 48909**

Nomination Submission Requirements

- ✓ Original, plus 9 duplicate packets
- ✓ All 10 packets must look the same and include all the same materials arranged in the same order.
- ✓ The completed nomination application form should appear as the first page of each packet.
- ✓ A written explanation of up to two pages, or a list of bulleted narrative points, that clearly enumerates how the library's accomplishments fit the criteria for the award listed above. (Note: Entries that describe programs and their effects on the community will be especially helpful to the judges in rendering a decision. Supporting materials, such as brochures, testimonials, press clippings, etc., may be included and are helpful, but they are *less important* than the written narrative.)
- ✓ A brief written explanation that describes how your library will use the award to promote excellent customer service. (If your library wins an award, the library director will be asked to share this information as part of his/her acceptance remarks
- ✓ Do not send multimedia
- ✓ Provide a link to the library's website
- ✓ State Librarian's Excellence Award Nomination Form



STATE LIBRARIAN'S

EXCELLENCE
AWARD
2007

SPONSORED BY
HANTZ GROUPSM



EDWARD
SUROVELL
REALTORS